

Forgotten Password

NOTE: Your account will lock after five (5) failed attempts to log in within a one hour period. To unlock your account, you must call the ePLACE helpdesk at 844-733-7522 during normal business hours (M-F 8:30—5:00, excluding state holidays).

1. Accessing the Portal:

There are several ways to navigate to the ePLACE portal. To go there directly, please click [here](#). Alternatively, you can navigate to the portal through our website: www.mass.gov/abcc. From there, you can click on the link in the lower right side of your screen.

The screenshot shows the homepage of the Massachusetts Alcoholic Beverages Control Commission. The header includes the state seal, the commission's name, address (239 Causeway Street Boston, MA, 02114), and a contact number (617-727-3040). A navigation bar contains links for Home, Licensing Division, Enforcement Division, Download Forms, and FAQ's. A search bar is located on the right. The main content area features a grid of buttons for various services: 2016 State Renewals, Frequently Asked Questions, 2016 Direct Wine Shipper Annual Report, Regulations & Decisions, Forms & Applications, Pay Online, Special Licenses & Permits, Advisories & Guidelines, Commission Calendar, Contact Us, Local Licensing Authorities, How Do I..., Enforcement Division, Licensing Division, Practicing Before the ABCC, Sign Up for Email, Annual Reports, Record Requests, and Outreach Enrollment. On the right, a 'NEWS AND UPDATES' section lists recent advisories and reports. A red line and arrow highlight the 'eLicensing and ePermitting Portal' link at the bottom of this section. Below the news section is a 'RELATED LINKS' area with links to various state departments.

The Commonwealth of Massachusetts
Alcoholic Beverages Control Commission
239 Causeway Street Boston, MA, 02114

[Contact Us](#)
617-727-3040

Home Licensing Division Enforcement Division Download Forms FAQ's

2016 STATE RENEWALS (Enter)
FREQUENTLY ASKED QUESTIONS (Enter)
2016 Direct Wine Shipper Annual Report (Enter)

REGULATIONS & DECISIONS (Enter)
FORMS & APPLICATIONS (Enter)
PAY ONLINE (Enter)

SPECIAL LICENSES & PERMITS (i.e. one day licenses) (Enter)
ADVISORIES & GUIDELINES (Enter)
COMMISSION CALENDAR (Enter)

CONTACT US (Enter)
LOCAL LICENSING AUTHORITIES (Enter)
HOW DO I... (Enter)

ENFORCEMENT DIVISION (Enter)
LICENSING DIVISION (Enter)
PRACTICING BEFORE THE ABCC (Enter)

SIGN UP FOR EMAIL (Enter)
ANNUAL REPORTS (Enter)
RECORD REQUESTS (Enter)

OUTREACH ENROLLMENT (Enter)

NEWS AND UPDATES

- [2015 Holiday Season Compliance Reminder](#)
- [ABCC Advisory Regarding 2016 Increase from 5 to 7 Package Stores](#) **NEW**
- [2016 Holiday Calendar](#) **NEW**
- [ABCC Annual Report 2015](#) **NEW**
- [ABCC Transition Report 2014](#) **NEW**
- [ABCC Advisory Regarding Alternating Proprietorships and Contract Brewing](#) **NEW**
- [ABCC Advisory Regarding Fire and Building Safety Checklists](#) **NEW**
- [Notice on Retail Application Changes](#) **PDF**
- [Patio Advisory](#) **PDF**
- [ABCC Advisory on Powdered Alcohol](#) **PDF**
- [2015 Compliance Reminder](#) **PDF**
- [List of State Licenses](#) **PDF**
- [List of Dry Towns](#) **PDF**
- [List for Authorized Sources for 1-Day Licenses](#)
- [License Fee and Application Schedule](#) **PDF**
- eLicensing and ePermitting Portal**

RELATED LINKS

- [Department of Revenue \(DOR\)](#)
- [Division of Unemployment Assistance \(DUA\)](#)
- [Department of Industrial Accidents \(DIA\)](#)
- [Alcohol and Tobacco Tax and Trade Bureau](#)
- [Food and Drug Administration](#)
- [Federal Trade Commission](#)

Forgotten Password

2. Forgot Password:

Once you arrive at the ePLACE home page, you will see a message welcoming you to the ePLACE Portal. If you have forgotten your password, a new one can be sent to you. Click the **I've forgotten my password** link on the Login screen.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

eLicensing and ePermitting Portal

Home Manage Licenses & Permits File & Track Complaints

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

Options for Consumers and the General Public:

- Check License Status for a Particular Individual or Business Licensee [here](#)

Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

3. Enter your Email Address:

A popup box will appear. Enter the email address you used during registration and click **Continue**.

Home Manage Licenses & Permits File & Track Complaints

Reset Password

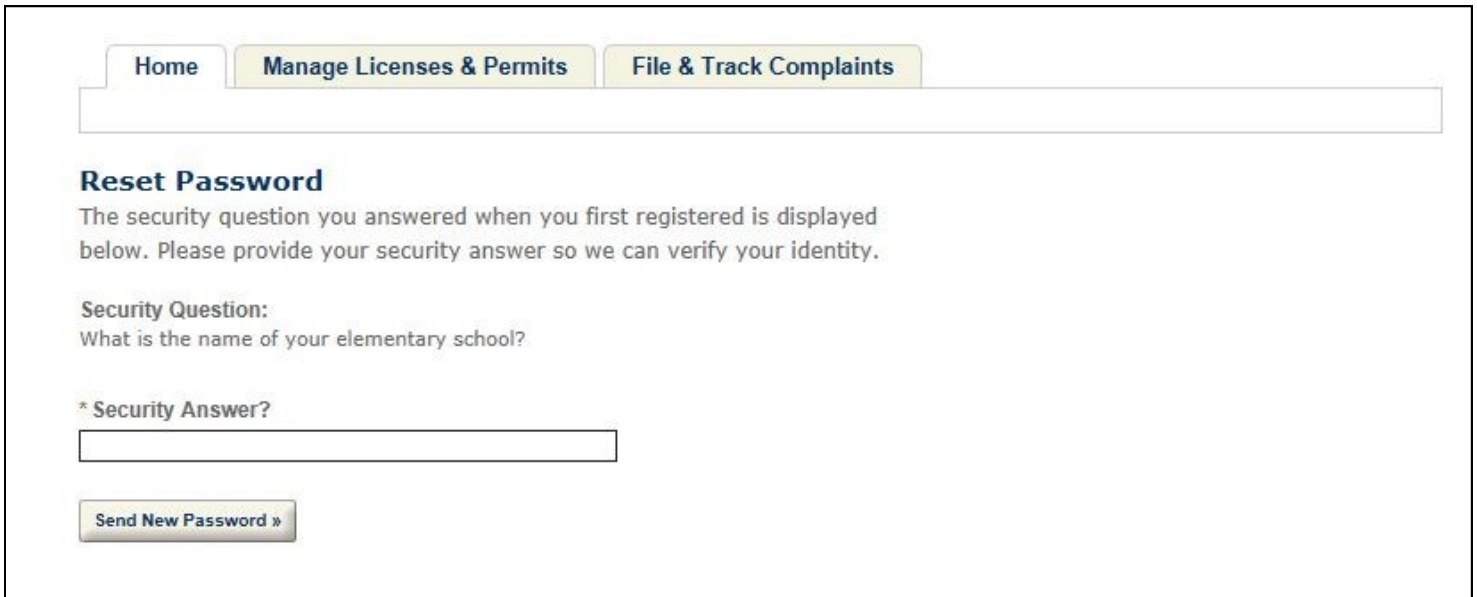
If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.

* E-mail Address:

Forgotten Password

4. Security Validation:

You will be asked to answer the security question you originally answered when you registered for an account.



Home Manage Licenses & Permits File & Track Complaints

Reset Password

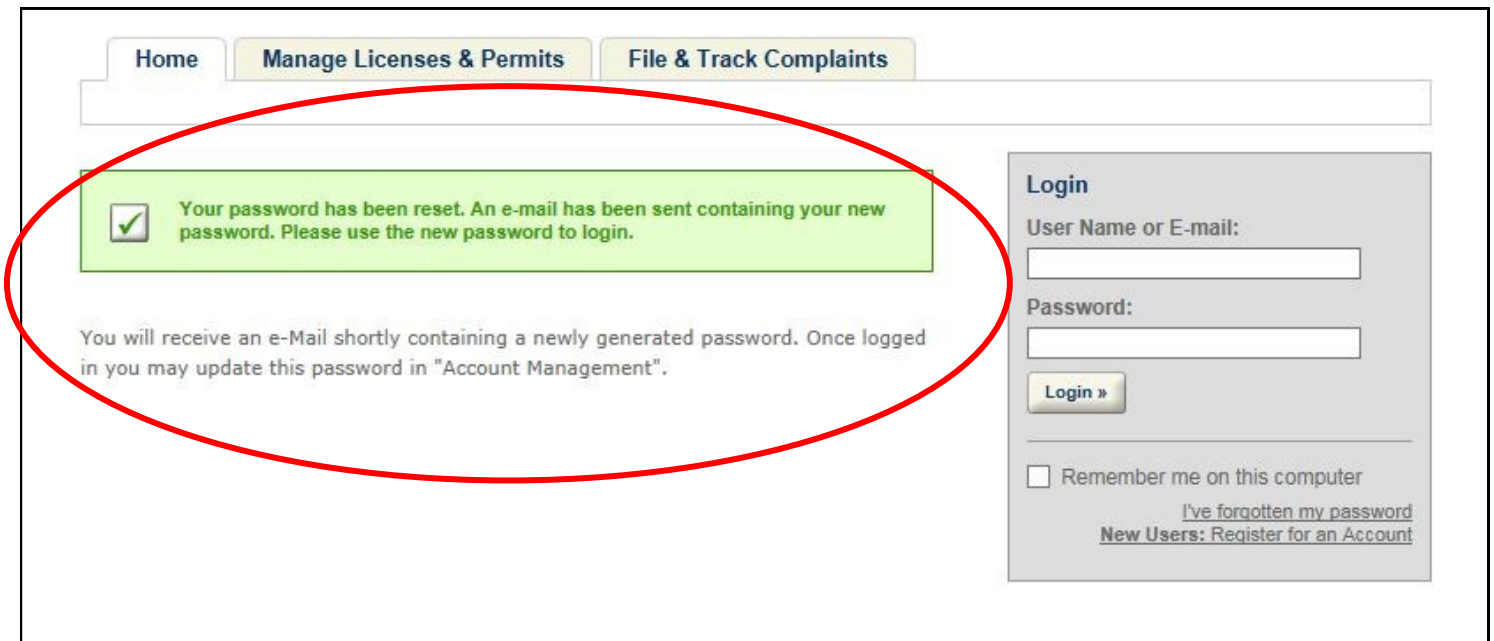
The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
What is the name of your elementary school?

* Security Answer?

Send New Password »

Click **Send New Password**. You will receive the following messages:



Home Manage Licenses & Permits File & Track Complaints

☒ Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

Login

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer

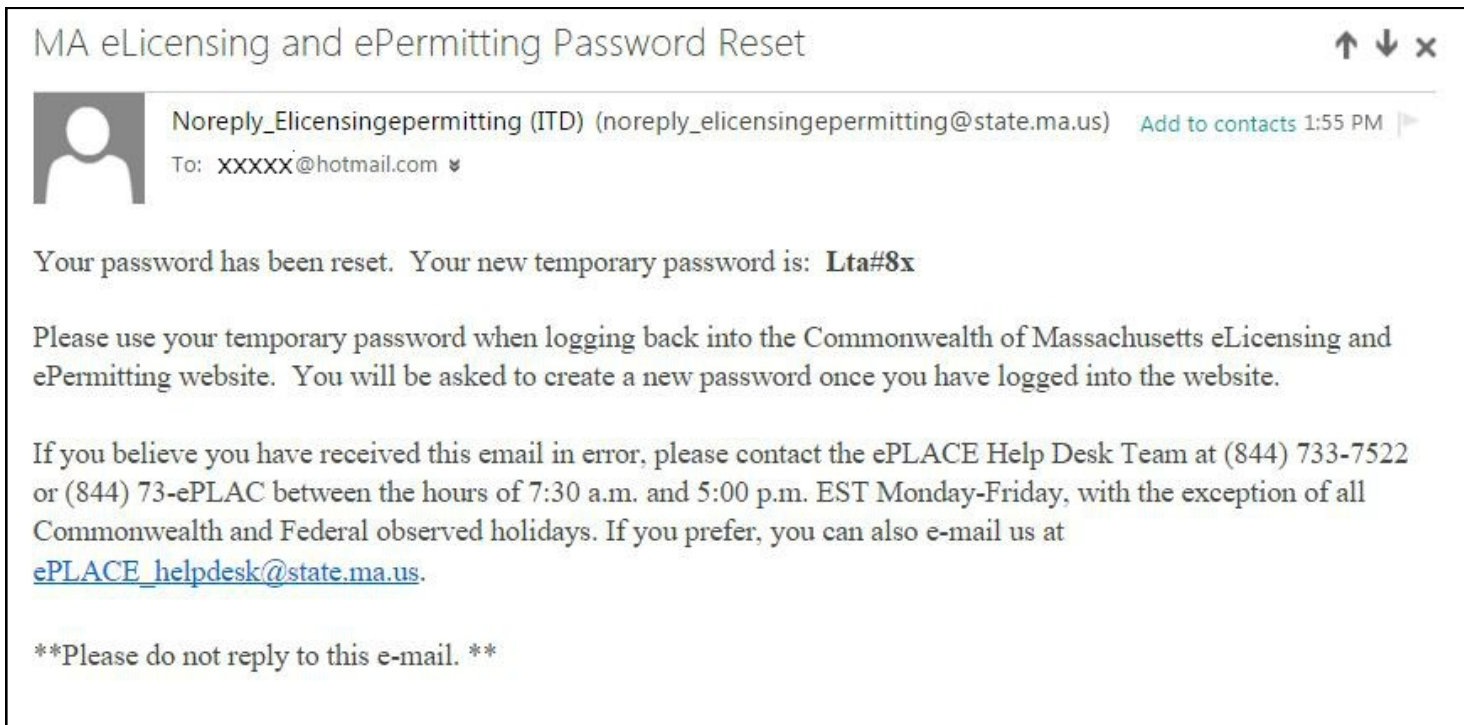
[I've forgotten my password](#)

[New Users: Register for an Account](#)

Forgotten Password

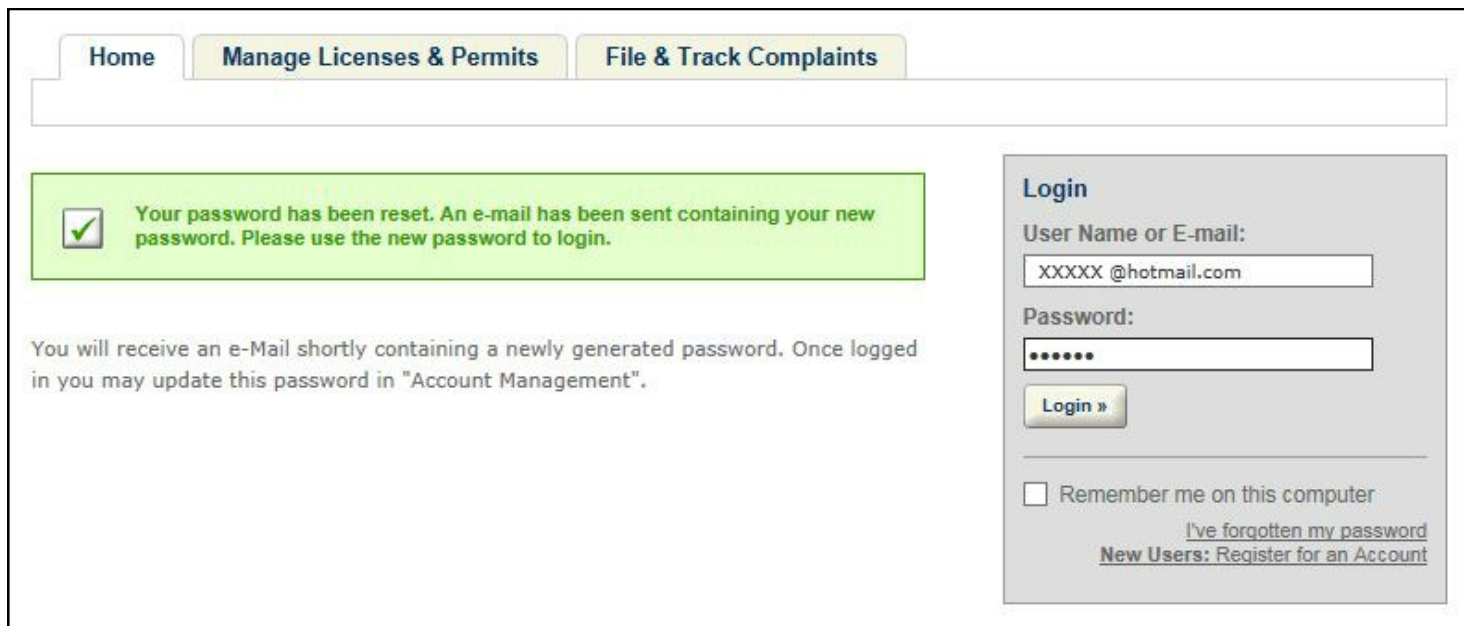
5. Emailed Password:

Navigate to your email provider and locate the following email. Copy the temporary password.



6. Log In with Temporary Password:

Return to the ePLACE portal and log in using your temporary password.




Forgotten Password

7. Reset Password:

After logging in with your temporary password, you will receive an error message be prompting you to create a new one.

Home Manage Licenses & Permits File & Track Complaints

 An error has occurred.
Please update your login information with a new password.

Change Password

* User Name:

* Old Password:

* New Password:

Password Strength [Requirements](#)

* Confirm Password:

Your original **User Name** will be completed for you, and is not editable from this screen. You should use the temporary password that was sent to you as the **Old Password** and then create a **New Password** containing the following:

- A minimum of 8 characters
- At least 1 upper-case letter
- At least 1 number
- At least 1 special character
- User ID cannot be part of the password.
- Cannot be any of your previous 15 password(s)
- Cannot be a password that you have used previously

Confirm Password by retyping it, then click **Submit**.

8. Congratulations

Once you see the ePLACE welcome screen, your password has been successfully changed and you are logged into the portal.